

State of Montana File Transfer Service

Q. What is the File Transfer Service or FTS?

A. File Transfer Service allows for the easy and secure transfer of electronic files to and from customers of state government. The Department of Revenue primarily receives files from unclaimed property holder accounts and accounts transferring W-2 and 1099 files.

Q. How secure is FTS and does FTS require special software?

A. Files are securely encrypted and the file transfer meets all security requirements under state and federal information privacy regulations. Files are scanned for viruses during transfer. The service requires no software except for a web browser.

Q. How do I create an account to use File Transfer Service?

A. To use the FTS you need to have an ePass Montana account. If you do not yet have an ePass account, then you can create one by clicking on the hyperlink: <https://transfer.mt.gov/>. Choose "Create an ePass account" and enter the required personal and contact information. You will also create a username and password.

If you already have an ePass account or just created one, from the same hyperlink: <https://transfer.mt.gov/> you may:

Click on "Login to this service using ePass".

Then, add File Transfer Service to your new ePass Montana account

Q. How does an Unclaimed Property holder file their holder report electronically?

A. The information on the following web page can assist you in preparing an electronic report.
http://revenue.mt.gov/forbusinesses/unclaimed_property/holders_unclaimed_property/default.mcp

Q. How do I file my W-2s and 1099s electronically?

A. The website below has the information you will need for the electronic filing of W-2 and 1099 documents.
http://revenue.mt.gov/forbusinesses/electronic_filing/efilingw2and1099.mcp

Q. What are the definitions for the status of files transferred?

A. The status definitions are:

- **Scanning for Viruses:** The file is being scanned for viruses. If a virus is found, you will be notified through email and the file will be immediately removed from the server. It will not be available for download.
- **In Transit:** The file is in the process of being moved to another server.
- **Complete:** Files sent through FTS go first to the Department of Administration (ITSD). If a file is received intact and passes the security checks, it will eventually be forwarded to the appropriate location (defined by the File Type number). During this journey the file will pass through the status of "In Transit" and "Scanning for Viruses." Then the file is moved by DOA from their server to a DOR server and the status will change to "Complete." That indicates that the file has reached its destination. It does not necessarily mean that the file is usable. For instance, files for W2 (type 1), 1099 (type 2), and UCP (types 14-18) go directly into pickup folders where they

are validated. This means they are checked for format errors and the inclusion of certain required fields. Files that fail the validation are moved to an Error folder for diagnosis and possibly correction. This does not affect the status of "complete" which merely means that the file was successfully transferred to the proper destination.

- **Incomplete - Select Recipients:** The file has been moved onto the server, but it doesn't have a recipient available to download the file. To Add a recipient, select the file name and you will then be able to add recipients to the file.

Q. How are the files tracked? How do we know if the file we sent was received or if a file has been sent to us?

- A. An automated reminder system notifies the recipient of files they have available for download, and the system tracks receipts for all transfers, showing detailed information about when a file is uploaded as well as when it is downloaded.

Q. How long does a recipient have to download a file?

- A. Files must be downloaded within fifteen days, after which the transfer expires and the files are automatically removed from the service. You will receive a notification that your files will be removed.

Q. How large of a file can be transferred?

- A. Customers can upload files as large as can be transferred in one hour, or 2GB, whichever is less.

Q. How do I manage a large volume of files?

- A. After logging in, you will be able to view your sent and received files. Also, you will see the options to send files or view the received transfers. If you wish to sort the sent or received files by name, file, date, or status, then simply click (ascending) or double click (descending) the column label in the title bar.

Q. How many files can be sent in one batch?

- A. A maximum of ten files can be sent in one batch.

Q. Can files be deleted?

- A. No, once a file is sent, there is no way for the sender to delete it. What you can do is delete the entry from the list of files sent/received. This does not delete the file itself. Also, the listing will be auto-deleted after two years.

Q. What do I do about a file that looks suspicious?

- A. If you find a file looks suspicious, then select the file and use the link "Report Suspicious Transfers". By activating the link, the file will automatically be transferred to the State Cyber Protection Officer.

Q. Who can use the File Transfer Service?

- A. Any person or business may use the FTS to transfer files to a state employee or directly into the appropriate Montana state online service. Montana state employees may also use the FTS. State employees are able to send files to other state employees or ePass Montana customers. A state employee must follow different instructions to login and transfer files.